

# quick start guide

**RSG307\*\***  
**RSG309\*\***

## 1. Product features



### **Larger Capacity**

The Samsung Side by side Refrigerator has plenty of space for all your groceries, beverages, frozen foods and leftovers. It's the perfect size for any occasion - holiday celebration, family reunion or Super Bowl party.



### **Clearview In-door ice system**

Located directly on the freezer door, the icemaker is easier to use and doesn't take up valuable shelf space. The seethrough glass also lets you check on the amount of ice available at a glance



### **LED Tower Lighting**

This space-saving LED fixture illuminates every corner of the fridge, so things are easier to find. Also LED emits less heat than conventional bulb lighting, affecting less damage to the temperature management.



### **Surround Multi Air Outlets**

Cooling air flows out through multiple outlets in every shelf level. This provides even cooling throughout the refrigerator, and quickly returns back to temperature when the door has been opened. So it maintains an ideal temperature to keep your food fresh longer.



### **Twin Cooling System**

The refrigerator and the freezer have two evaporators. Given this independent system, the freezer and the refrigerator are cooled individually as required and are, therefore, more efficient. Food odor from the refrigerator does not affect food in the freezer due to separate air flow circulation.



### **8" TFT-LCD Display(RSG309\*\*)**




Various functions are available such as various recipe information, photo saving, and weather or news information.

## 2. Safety Information








Before using your new Samsung Side-By-Side Refrigerator, please read this manual thoroughly to ensure that you know how to safely and efficiently operate the features and functions that your new appliance offers.

Because the following instruction covers various models, the characteristics of your Refrigerator may differ slightly from the Refrigerator described in this manual. If you have any question, contact us at 1-800-SAMSUNG or find help and information online at [www.samsung.com](http://www.samsung.com).

### CAUTION/WARNING SYMBOLS USED

	Hazards or unsafe practices that may result in severe personal injury or death.
	Hazards or unsafe practices that may result in minor personal injury or property damage.
	To reduce the risk of fire, explosion, electric shock, or personal injury when using your refrigerator, follow these basic safety precautions:

### OTHER SYMBOLS USED

	Do NOT attempt.
	Do NOT disassemble.
	Do NOT touch.
	Follow directions carefully.
	Unplug the power plug from the wall socket.
	Make sure the machine is grounded to prevent electric shock.
	Call the service center for help.

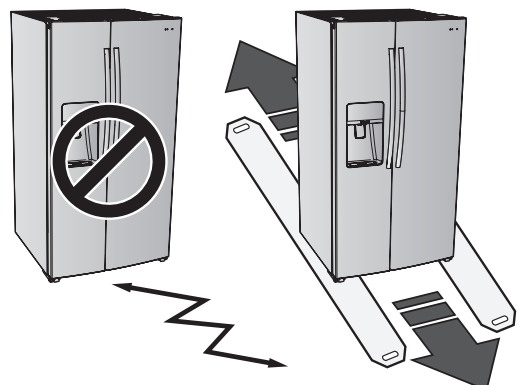
**These warning signs are here to prevent injury to you and others.**

**Please follow them explicitly.**

**Keep this manual in a safe place for future reference.**



When installing, servicing or cleaning behind the refrigerator, be sure to pull the unit straight out and push back in straight after finishing.



## Severe warning signs

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- Do not plug several appliances into the same power socket.
  - Large appliances draw a lot of power. Powering more than one appliance or machine from a single power source could cause overheating and cause a fire.
- Make sure that the power plug is not kinked or damaged by the back of the Refrigerator.
  - A damaged power plug may overheat and cause a fire.
- Do not spray water directly into or on the outside of the Refrigerator/Freezer drawer.
  - Water could get into the interior machine parts and cause electric shock.
- Do not use aerosols near the Refrigerator.
  - Aerosols used near the Refrigerator may cause an explosion or fire.
- Do not put undue stress on the power cord or place heavy articles on it.
  - Placing heavy articles on the power cord create the risk of explosion or fire.
- Do not insert the power plug with wet hands.
  - It may cause electric shock.
- Do not put a container filled with water on the Refrigerator.
  - If it spills, it may cause fire or electric shock.
- Do not install the Refrigerator in a damp place or place where it may come in contact with water.
  - Wet and/or deteriorated insulation of the internal electrical parts may cause electric shock or fire.
- Do not store volatile or flammable substances in the Refrigerator.
  - Storing benzene, thinner, alcohol, ether, LP gas and other such products may cause explosions.



- Do not disassemble or repair the Refrigerator by yourself.
  - You may run the risk of fire, appliance malfunctions and/or personal injury. Call your nearest service center for help from a qualified service technician.
- If you wish to dispose of the Refrigerator, remove the doors and seals before throwing it away.
  - The doors(and their seals) can entrap a child if they climb into the Refrigerator. Make sure that the doors are off, and ensure that no one is suffocated by being locked inside.



- The Refrigerator must be safely grounded
  - Always make sure that you have grounded the Refrigerator before attempting to investigate or repair any part of the appliance. Power leakages can cause severe electric shock.
- Never use gas pipes, telephone lines or other potential lightning attractors as an electrical ground.
  - Improper use of the grounding plug can result in a risk of electric shock. If it is necessary to use an extension cord to power the Refrigerator, use only a 3-wire extension cord that has a 3-blade ground plug and a 3-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord should be AC 115V~120V, 10A, or more. Additionally, if a grounding adapter is used, make sure the receptacle box is also fully grounded.

## Caution signs

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- Use good judgment when filling the Refrigerator with food and drinks.
  - In an overfull Refrigerator, heavy, fragile, bulky or breakable items may fall out and cause personal injury and/or damage to surrounding objects.
- Do not put bottles or glass containers in the Freezer drawer.
  - When the contents freeze and then expand, the glass may break and cause personal injury or leave dangerous glass shards in the Freezer.
- If the electrical wall socket is loose, do not insert the power plug.
  - There is a risk of electric shock or fire. Have the plug looked at by a licensed electrician.
- A damaged power cord must be replaced by the manufacturer, a certified service agent or qualified service personnel.
- Do not store articles on the top of the appliance.
  - When you open or close the door, the articles may fall and cause personal injury and /or damage to surrounding objects.
- Do not store pharmaceutical products, scientific materials and temperature-sensitive products in the refrigerator.
  - Products that require exact temperature controls should not be stored in the Refrigerator.



- Do not allow children to climb, stand or hang on shelves and handles of the Refrigerator. They could damage the Refrigerator and seriously injure themselves. Do not sit on the freezer door. The door may break. Do not allow children to climb into the freezer basket.



- If you notice a chemical or burning plastic smell or see smoke, unplug the Refrigerator immediately and contact your Samsung Electronics Service Center.



- After your Refrigerator is in operation, do not touch the cold surfaces in the Freezer compartment. Particularly when hands are damp or wet, skin may adhere to these extremely cold surfaces.
  - Skin may stick to the surface and you may get frostbite.
- Never put fingers or other objects into the water dispenser hole or ice chute.
  - It may cause personal injury and/or material damage.



- Do not use a wet or damp cloth when cleaning the plug.
- Remove any dust or foreign matter from the power plug pins.
  - A dirty power plug can increase the risk of fire.
- Do not place the refrigerator directly in sunlight.
- The appliance must be positioned for easy access to power source.
- If the power cord is damaged, it must be replaced by the manufacturer, a certified service agent or qualified service personnel.



- Service warranty and Modification
  - Any changes or modifications performed by a 3rd party on this finished appliance is not covered under Samsung warranty service, nor can Samsung be responsible for safety issues that result from 3rd party modifications.



- Children can get trapped inside Refrigerators. Before you throw away your old Refrigerator or Freezer, make sure that you;
  - Take off the doors.
  - Leave all shelves in places so that children may not easily climb inside and shut the door while they are inside.
- This appliance is not intended for use by small children or infirm persons without capable, adult supervision. Small children should be supervised when using the appliance.



- Do not block air holes
  - If the air holes are blocked, especially with a plastic bag, refrigerator can be over cooled. If this cooling period lasts long, the water filter may break and cause water leakage.



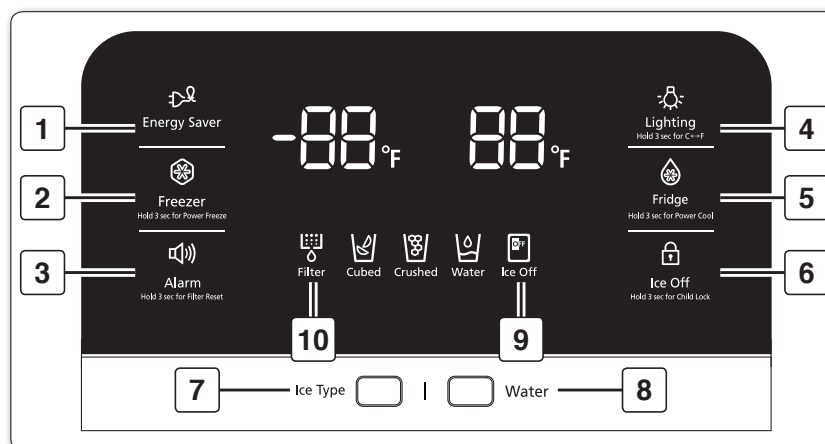
- Because these following operating instructions cover various models, your refrigerator may differ from those described in this manual.



### 3. Operating the SAMSUNG side-by-side refrigerator

#### Using the control panel

[RSG307\*\*]



#### (1) Energy Saver

Touch this button for better energy efficiency. The Energy Saver icon lights up when you Touch this button. The Energy Saver function is automatically set to "ON" when power is supplied to the refrigerator. If condensation or water drops appear on the doors, turn the Energy Saver mode off.

#### (2) Freezer (hold 3 sec for Power Freeze)

Touch this button to set the Freezer to your desired temperature. You can set the temperature between 8°F and -8°F. Touch and hold this button for 3 seconds, to speed up the time needed to freeze products in the Freezer. It can be helpful if you need to quickly freeze easily spoiled items or if the temperature in the Freezer has warmed dramatically (For example, if the door was left open).

#### (3) Alarm / hold 3 sec for Filter Reset

This button serves two purposes:  
1) To turn the door open alarm on and off. If the door alarm is set to On, an alarm beeps if any refrigerator door is left open for more than three minutes. The beeping stops when you close the door. The door alarm function is pre-set to On in the factory. You can turn it off by touching and then releasing this button. You can turn it back on in the same fashion. The icon lights up when the function is on.  
2) After you replace the water filter, Touch and hold this button 3 sec to reset the water filter life indicator.

#### (4) Lighting/ hold 3 sec for C↔F

Touching this button turns on the Dispenser LED lamp (under the display) in continuous mode so that it stays on continuously. The button also lights up. If you want the Dispenser lamp to come on only when some one uses the dispenser, press the Lighting button to turn the continuous mode off. Touch and hold this button for 3 seconds to switch the temperature units between °C and °F

#### (5) Fridge (hold 3 sec for Power Cool)

Touch this button to set the fridge to your desired temperature. You can set the temperature between 34°F and 46°F. Touch and hold the this button for 3 seconds, to speed up the time needed to cool products in the Refrigerator. It can be helpful if you need to quickly cool easily spoiled items or if the temperature in the fridge has warmed dramatically (For example, if the door was left open).

#### (6) Ice Off (hold 3 sec for child lock)

If you don't want to make more ice, Touch this button. Touching this button 3 second locks the display panel and dispenser buttons so the buttons can not be used. The Child Lock icon lights up to indicate you've activated the Child Lock function.

#### (7) Ice Type

Touch this button to select your desired ice type. Cubed and crushed ice modes will be alternatively Ice Type changed whenever you press the button. This mode can not be used with the Water mode simultaneously.

#### (8) Water

Touch this button to dispense water. This mode can not be used with the Ice Type mode simultaneously. Water mode will be off if you Touch the Ice Type button.

#### Cooling Off Mode

Cooling Off mode (also called Shop mode), is designed for use by retailers when they are displaying refrigerators on the shop floor. In Cooling Off mode, the refrigerator's fan motor and lights work normally, but the compressors do not run, and the refrigerator and freezer do not get cold.

To start Cooling Off mode, Touch and hold the Energy Saver button and the Power Freeze button for 3 seconds during normal operation.

The refrigerator chime sounds and the temperature display flashes OF OF.

To cancel Cooling Off mode, Touch and hold the Energy Saver and the Power Freeze buttons again for 3 seconds.

#### (9) Ice Off

When you touch the Ice Off button, this icon will Light up and the Ice Maker stops making ice.

We recommend you stop ice making if the following occur:

- There is enough ice in the ice bucket.
- You want to save water and energy.
- Water is not being supplied to the refrigerator.

If the ice maker function is ON, and the water line is not connected, there will be a water valve noise from back of the unit, Press the Ice Off (Hold 3sec for child lock) button within 3sec until the Ice Off Indicator illuminates.

If you do not Touch any button, the freezer and fridge temperature indicator turn off in a few seconds.

If you Touch any button, the display lights up again.

#### (10) Filter

##### **Water filter usage**

This icon will light up to red when you need to change the filter.

After you use about 300 gallons of water, the filter indicator light up.(about 6 month).

After install the new water filter, reset the filter indicator by Touching Alarm/Hold 3 sec for Filter Reset button.

- If water is not dispensing or dispensing slowly, you need to replace the water filter because the water filter is clogged.
- Some areas have large amounts of lime in their water, which causes the water filter to clog more quickly.

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(1) WEATHER/DATE/TIME	Indicates the current date, time, and weather. (If the refrigerator is connected to the your wireless network.) The Home screen background is based on the current weather and time and displays in one of 8 image modes: (Clear, Cloudy, Snow, Rain) x (Day, Night).
(2) REFRIGERATOR TEMP.	Displays the current freezer/fridge temperature. When you press the freezer/fridge temperature, the temperature setting screen appears.
(3) DISPENSER	Displays the current status of the dispenser. When you press the current status of the dispenser, the ice type selection screen appears.
(4) MEMO	Lets you create, save, or check memos.
(5) PHOTOS	Lets manage stored photos and import photos from external devices such as memory cards or mobile phones and from the Internet.
(6) EPICURIOUS	Lets you view recipes and create shopping lists for the recipes you select. NOTE : This function is only available when the refrigerator is connected to your wireless network (Wi-Fi).
(7) CALENDAR	Lets you view the schedule you stored in Google Calendar. NOTE : This function is only available when the refrigerator is connected to your wireless network (Wi-Fi).
(8) WEATHERBUG	Displays the current weather and weather forecast. NOTE : This function is only available when the refrigerator is connected to your wireless network (Wi-Fi).
(9) AP NEWS	Displays the news from one of 11 categories you select. NOTE : This function is only available when the refrigerator is connected to your wireless network (Wi-Fi).
(10) PANDORA	Plays music provided by the Pandora Internet radio service. NOTE : This function is only available when the refrigerator is connected to your wireless network (Wi-Fi).
(11) TWITTER	Displays Twitter messages. NOTE : This function is only available when the refrigerator is connected to your wireless network (Wi-Fi).
(12) SETTINGS	Lets you set the refrigerator's basic functions such as Energy Saver, Door Alarm, Time, etc.
(13) INDICATOR ICONS	Indicates the current refrigerator's status.(Wireless Network Signal Strength, Volume Level, Water Filter Status, Schedule Alarm, S/W Update Notice, Energy Saver ON, Door Alarm ON, Ice Off, Dispenser Lock, Smart Grid Level)

## 4. Troubleshooting

PROBLEM	SOLUTION
The refrigerator does not work at all or it does not chill sufficiently.	<ul style="list-style-type: none"><li>• Check that the power plug is properly connected.</li><li>• Is the temperature control on the display panel set to the correct temperature? Try setting it to a lower temperature.</li><li>• Is the refrigerator in direct sunlight or located too near a heat source?</li><li>• Is the back of the refrigerator too close to the wall and therefore keeping air from circulating?</li></ul>
Food in the fridge is frozen.	<ul style="list-style-type: none"><li>• Is the temperature control on the display panel set to the correct temperature? Try setting it to a warmer temperature.</li><li>• Is the temperature in the room very low?</li></ul>
You hear unusual noises or sounds.	<ul style="list-style-type: none"><li>• Check that the refrigerator is level and stable.</li><li>• Is the back of the refrigerator too close to the wall and therefore keeping air from circulating?</li><li>• Was anything dropped behind or under the refrigerator?</li><li>• If you hear a “ticking” sound from inside the refrigerator, this is normal. It occurs because various parts contract or expand in response to temperature changes in the refrigerator interior.</li></ul>
The front corners of the appliance are hot and condensation is occurring.	<ul style="list-style-type: none"><li>• Some heat is normal as anti-condensators are installed in the front corners of the refrigerator to prevent condensation.</li><li>• Is the refrigerator door ajar? Condensation can occur when you leave the door open for a long time.</li></ul>
Ice is not dispensing.	<ul style="list-style-type: none"><li>• Did you wait for 12 hours after installation of the water supply line before making ice?</li><li>• Is the water line connected and the shut-off valve open?</li><li>• Did you manually stop the ice making function? Make sure Ice Type is set to Cubed or Crushed.</li><li>• Are there ice cubes frozen together in the ice maker bucket?</li><li>• Is the freezer temperature too warm? Try setting the freezer temperature lower.</li></ul>
You can hear water bubbling in the refrigerator.	<ul style="list-style-type: none"><li>• This is normal. The bubbling comes from the refrigerant liquid circulating through the refrigerator.</li></ul>
There is a bad smell in the refrigerator.	<ul style="list-style-type: none"><li>• Has a food item spoiled?</li><li>• Make sure that strong smelling food (for example, fish) is wrapped so that it is airtight.</li><li>• Clean out your freezer periodically and throw away any spoiled or suspect food.</li></ul>
Frost forms on the walls of the freezer.	<ul style="list-style-type: none"><li>• Is the air vent blocked? Remove any obstructions so air can circulate freely.</li><li>• Allow sufficient space between the foods stored for efficient air circulation.</li><li>• Is the freezer door closed properly?</li></ul>
Water dispenser is not functioning.	<ul style="list-style-type: none"><li>• Is the water line connected and the shut-off valve open?</li><li>• Has the water supply line tubing been crushed or kinked? Make sure the tubing is free and clear of any obstruction.</li><li>• Is the water tank frozen because the refrigerator temperature is too low? Try selecting a warmer setting on the main display panel.</li></ul>

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PROBLEM	SOLUTION
Display does not work!	<ul style="list-style-type: none"> <li>Press the Reset button over one second to reset the memory. With this, the user information is not to be reset.</li> </ul>
Photos not showing with a memory card connected	<ul style="list-style-type: none"> <li>If the "A SD/MMC card is connected" messages do not appear on the screen, check if the memory type is SD / SDHC / MMC / HS MMC.</li> <li>Check if there are photos or images stored in the memory card.</li> <li>Check if the images in the memory card are JPEG (JPG) types.</li> </ul>
The LCD screen turns off frequently.	<ul style="list-style-type: none"> <li>This is a power-saving function and it is normal.</li> <li>At the Settings-Display, the Screensaver Running Time can be set.</li> </ul>
There is an after image or an edge line left on the screen.	<ul style="list-style-type: none"> <li>Still images can cause permanent damage to the LCD screen. When you select Screensavers, select a number of themes so the image changes frequently.</li> </ul> <p>NOTE : Defects caused by this are not be covered by the factory warranty.</p>
The input point of the touch screen is not correct.	<ul style="list-style-type: none"> <li>Run the Touch Screen Calibration function at the Settings.</li> </ul>
There is no wireless AP detected.	<ul style="list-style-type: none"> <li>Check if the power for the wireless AP is on.</li> <li>Check if the wireless AP supports IEEE 802.11 b/g.</li> <li>If the wireless AP is located away from the Fridge, move the wireless AP closer to the Fridge and check if it is detected.</li> <li>Turn the power of both the Wireless AP and the Fridge off and on.</li> </ul>
It is not able to connect to the wireless AP.	<ul style="list-style-type: none"> <li>Check if the wireless AP supports IEEE 802.11 b/g.</li> <li>Check the status of the internet connection of the wireless AP.</li> <li>Check if the current cost rate plan for the internet covers the wireless network connection. If it does, check, how many connections are allowed.</li> <li>Your Refrigerator may not be able to connect to the Internet because your ISP has permanently registered the MAC address (a unique identifying number) of your PC or modem, which it then authenticates each time you connect to the Internet as a way of preventing unauthorized access. As your Refrigerator has a different MAC address, your ISP can not authenticate its MAC address, and your Refrigerator can not connect. To resolve this problem, ask your ISP about the procedures required to connect devices other than a PC (such as your Refrigerator) to the Internet. (To find the MAC address of your Fridge, touch Settings ---&gt;WiFi Networks, and then look on the bottom of the screen that lists the available network connections.)</li> <li>Turn the power of both the Wireless AP and the Fridge off and on.</li> </ul>
Can't remember the password for the wireless AP connection.	<ul style="list-style-type: none"> <li>Refer to the wireless AP manual and reset the password.</li> </ul>
Functions using the wireless network (Wi-Fi) do not work.	<ul style="list-style-type: none"> <li>Functions using the wireless network (Wi-Fi) such as Epicurious, Calendar, WeatherBug, AP News, Pandora and Twitter can be used only if the refrigerator is connected to your wireless network (Wi-Fi).</li> <li>If there are any other devices connected to the wireless network, please check the connection status of the devices.</li> <li>Because these services depend on data downloaded from the internet, the information updates can be delayed or cut depending on the status of the internet connection.</li> <li>Turn the power of both the Wireless AP and the Fridge off and on.</li> </ul>
Can't connect to the external devices being detected.	<ul style="list-style-type: none"> <li>If the network connection of an external device the Fridge detects was shut down abnormally (by a power failure or by moving out of range, etc), the device's network information will remain on the network list (as stipulated by DLNA specifications), but its connection will not be available.</li> <li>Select the Photos function - All Share and then search the external devices again.</li> </ul>
After turn on the power, is is possible to operate only the dispenser selection button.	<ul style="list-style-type: none"> <li>Click the "Dispenser OK" button which is at the bottom of display. If the ""Dispenser OK" button is changed to "Complete", turn the power off and on again. It is correct to show the "touch panel calibration screen".</li> </ul>